

Low Power Ethernet Card™

CompactFlash and PC Card solutions for

- *Pocket PC 2000/2002/2003*
- *Handheld PC 2000*
- *Handheld PC Pro and Pen Tablets based on Windows CE v2.11 or greater*
- *Windows 95/98/Me/2000/XP/NT 4.0 Notebooks*

User's Guide



socket[™]
The Mobile Connection

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Chapter 1 Introduction

Overview



With the Socket Low Power Ethernet Card (LP-E), you can connect to any compatible Ethernet network, home network or office LAN using a variety of Windows-based mobile computers. The card allows you to synchronize to your corporate LAN at up to 10 million bps — 500 times faster than a standard serial port.

Socket's CompactFlash Low Power Ethernet Card is the first Ethernet adapter compatible with Windows Powered Pocket PCs.

The Low Power Ethernet Card is available in both a standard version, with removable cable, and Ruggedized version, with non-removable cable.

The CompactFlash card works in the CompactFlash I/O slot, or with a PC Card adapter, in the PC Card slot, of the following mobile computers:

- Pocket PC 2000/2002/2003
- Handheld PC 2000
- Handheld PC Pro and pen tablets based on Windows CE v2.11 or greater
- Windows 95/98/Me/2000/XP/NT 4.0 notebooks*

This *User's Guide* shows how to install and use the CompactFlash Low Power Ethernet Card.

Software updates are available online on Socket's support page at:
www.socketcom.com/support/support_ethernet.asp

Windows NT 4.0 users: Please register your product online at www.socketcom.com/prodreg and submit an email inquiry from the product registration system to obtain the correct drivers and software.

* Windows 95 v4.00.950B; Windows 98 and Windows 98 Second Edition

Package Contents

The Low Power Ethernet Card package includes these items:

- A Socket Low Power Ethernet Card (CompactFlash Type I)
- An Ethernet cable with a female RJ-45 Ethernet module connector (The cable is permanently attached for the Ruggedized LP-E.)
- The *Low Power Ethernet Installation Disc*



The Low Power Ethernet Card PC Card Solution includes these items:

- A Socket Low Power Ethernet Card (CompactFlash Type I)
- An Ethernet cable with a female RJ-45 Ethernet module connector (The cable is permanently attached for the Ruggedized LP-E.)
- A CompactFlash-to-PC Card Adapter
- The *Low Power Ethernet Installation Disc*



Chapter 2 Preparing for Installation

This chapter explains two preliminary steps that should be completed prior to installing the Low Power Ethernet Card. After completing the steps covered in this chapter, proceed to the appropriate chapter for the installation instructions for your specific type of mobile computer.

Register Your Card

Socket highly recommends that all customers register their Socket products. Registered users receive priority for technical support. Register your LP-E online at www.socketcom.com/prodreg.

Complete the Network Information Form

Contact your network administrator/MIS technician for the information below. For a text-only form that you can email to your network administrator/MIS technician, go to the *Docs* folder on the installation CD or visit: www.socketcom.com/support/support_ethernet.asp

NETWORK INFORMATION FORM

1. Does the network support DHCP (Dynamic Host Configuration Protocol)?

☐ **YES.** If *Yes*, then STOP. You do NOT need to answer Question

2.

☐ **NO.** If *No*, then continue to Question 2.

2. Please specify any applicable IP addresses (you may not need all):

(a) Mobile Computer IP address: ____ . ____ . ____ . ____

(b) Subnet Mask: ____ . ____ . ____ . ____

(c) Default Gateway: ____ . ____ . ____ . ____

(d) Primary DNS: ____ . ____ . ____ . ____

(e) Secondary DNS: ____ . ____ . ____ . ____

(f) Primary WINS*: ____ . ____ . ____ . ____

(g) Secondary WINS: ____ . ____ . ____ . ____

**Remote ActiveSync only:* If your server does NOT have WINS services enabled, you must use the IP address of your host computer instead of a Primary WINS address.

Chapter 3 Setup for Windows CE

This chapter explains how to set up the LP-E for a Pocket PC 2000/2002/2003, Handheld PC Pro, Handheld PC 2000 or pen tablet.

Important! Before you begin this chapter to install the LP-E, you should complete the steps in Chapter 2, “Preparing for Installation”!!

Installation and Usage Steps Summary

STEP 1: Install the software (optional).
STEP 2: Enter network settings.
STEP 3: Connect to LAN port and insert card.
STEP 4: Use ActiveSync via a Network

OPTIONAL: Use the Control Panel Applet

Should I install Socket's software?



Warning!

If you have an HP Jornada Pocket PC or HPC 2000, DO NOT install Socket's drivers from the installation CD, or you can cause configuration problems! These devices already have a version of Socket's LP-E drivers pre-installed. Proceed to the next step, entering network settings.

For all other Windows CE-based mobile computers, basic NE2000 drivers come pre-installed on the mobile computer. You can use these pre-installed drivers and skip software installation.

If you would like to benefit from Socket's enhanced software, you can install Socket's LP-E drivers on top of the NE2000 drivers. Socket's LP-E drivers are enhanced with these features:

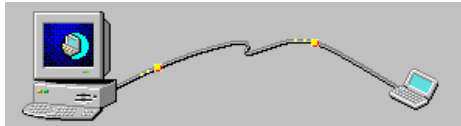
- Auto-launch — ActiveSync or any other program of your choice instantly starts whenever you insert the LP-E
- IP info screen — quickly view IP address information
- Taskbar indicators — convenient indicators for activity and good link

STEP 1: Install the Software

Follow these steps for software installation BEFORE inserting the LP-E:

Warning! DO NOT install software on a HP Jornada Pocket PC or HPC 2000!

1. Use your serial/Ethernet/USB cable or cradle and ActiveSync to connect your mobile computer to a host PC.



2. In order to synchronize data, there must be a partnership between the mobile computer and host PC.
 - If you already established a partnership between the two computers, they should automatically connect and begin synchronizing.
 - If no partnership exists between the two computers, a screen will appear asking if you would like to set one up. Select **Yes** and click **Next>**. Follow the remaining screens on your host PC until the partnership has successfully been established.



Important! You must set up a partnership, or you will not be able to synchronize data between your mobile computer and host PC!

3. Insert the *Socket Low Power Ethernet Installation Disc* into the host PC.



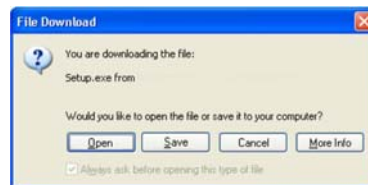
4. Use **My Computer** or **Windows Explorer** to access the CD drive. In the CD, click on SETUP.EXE.



5. The Setup Center will appear in Internet Explorer. Follow the instructions on your screen to install the software for Windows CE.



6. When the **File Download** screen appears, select the option that lets you **OPEN** (or run) the file. **DO NOT SAVE THE FILE!**



IMPORTANT!
YOU MUST OPEN
THE FILE!
DO NOT SAVE!

7. The installation wizard should begin. Follow the instructions on your host PC and mobile computer screen until installation is complete.



8. After completing the installation, disconnect the mobile computer from the serial/USB connection cable/cradle. Soft reset the mobile computer by pushing the reset button.

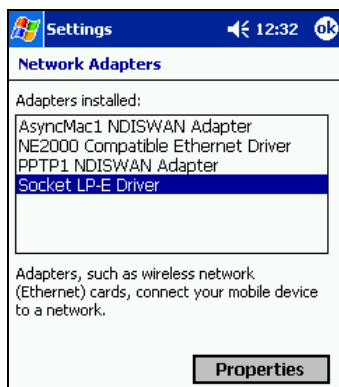
Important! Soft reset the mobile computer after software installation!

STEP 2: Enter Network Settings

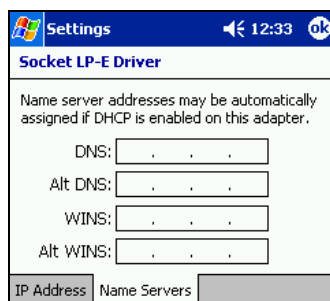
You will need your completed Network Information Form for this step.

Pocket PC 2000/2002

1. Pocket PC 2000: Go to **Start | Settings | Connections | Network**.
Pocket PC 2002: Go to **Start | Settings | Connections | Network Adapters**.
2. In the **Network Connections** screen, select **Socket LP-E Driver**. On a Pocket PC 2002, tap on the **Properties** button.



3. In the next screens, enter your network settings from the Network Information Form. If needed tap on the **Name Servers** tab to enter DNS and WINS addresses.



If your LAN supports DHCP, select **Use server-assigned IP address**.

*Note: If using a static IP address, you may need to enter the host computer's IP address in the **Primary WINS** field to use ActiveSync.*

4. When you have finished entering settings, tap **ok**.
Important! If you forget to tap ok, your settings will not take effect!
5. An adapters screen will appear. Tap **ok**.
6. Soft reset your Pocket PC by pressing the reset button.

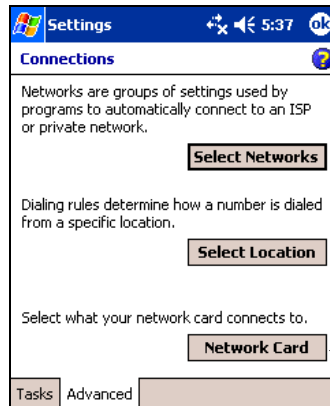
Pocket PC 2003

1. Go to **Start | Settings | Connections | Connections**.



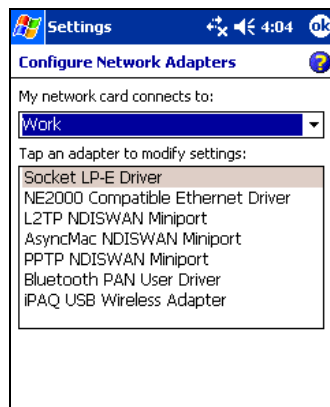
Connections

2. Tap on the **Advanced** tab. Tap on the **Network Card** button at the bottom of the screen.



Tap on the **Network Card** button.

3. The **Configure Network Adapters** screen will appear. In the drop-down menu at the top of the screen, select the appropriate option.
 - **The Internet:** For connecting from home and/or via an ISP
 - **Work:** For connecting to a private network, such as at work, or a proxy network.



Note: If you are connecting to a proxy or secure network, refer to your Pocket PC 2003 documentation for configuration information.

4. If you DO NOT need to enter any IP addresses, (i.e., your network uses DHCP), tap **ok**. You are now ready to proceed to STEP 3 to connect to a LAN and insert the card.

5. If you DO need to enter any IP addresses, tap on **Socket LP-E Driver** if you installed Socket's software. Otherwise tap on **NE2000 Compatible Ethernet Driver**.
6. In the next screens, enter your network settings from the Network Information Form. Select **Use specific IP address** to enter any necessary IP addresses.

If needed, tap on the **Name Servers** tab to enter DNS and WINS addresses.

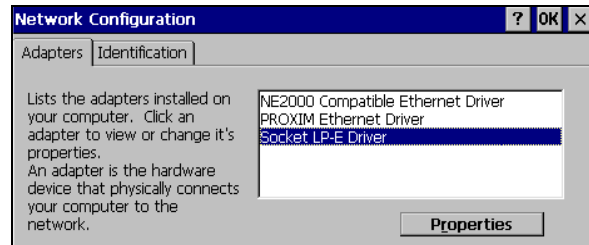
*Note: If using a static IP address, you may need to enter the host computer's IP address in the **WINS** field to use ActiveSync.*

7. When you have finished entering settings, tap **ok**.
- Important! If you forget to tap ok, your settings will not take effect!**
8. A screen will report that the new settings will take effect when you next insert the network card. Tap **ok**.
9. Soft reset your Pocket PC by pressing the reset button.

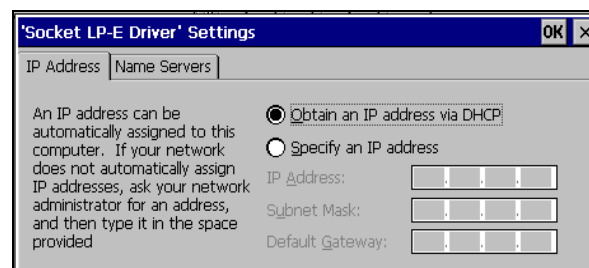
Pocket PC 2003 only: Do not soft reset the device when a Socket card is inserted, or errors may occur in application(s) that use the card. If errors occur, remove the card and soft reset the device. Wait for the device reset to finish before you re-insert the card.

Handheld PC Pros, Handheld PC 2000s, and Pen Tablets

1. Go to **Start | Settings | Control Panel | Network**.
2. In the **Network Configuration** screen, select **Socket LP-E Driver** if you installed Socket's software. Otherwise select **NE2000 Compatible Ethernet Driver**. Then tap **Properties**.



3. The **IP Address** screen will appear. Following your completed Network Information Form, enter the appropriate settings for your network.



4. If needed, click on the **Name Servers** tab to enter any necessary DNS or WINS addresses.

*Note: If using a static IP address, you may need to enter the host computer's IP address in the **Primary WINS** field to use ActiveSync.*

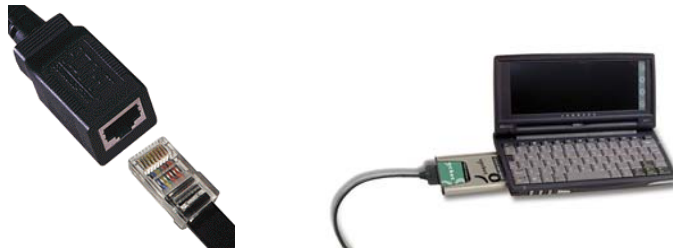
5. When you have finished entering settings, tap **OK**.
Important! If you forget to tap ok, your settings will not take effect!
6. An adapters screen may appear. Tap **OK**. Soft reset your device by pressing the reset button.

STEP 3: Connect to a LAN and Insert the Card

1. If you have not done so already, soft reset your mobile computer.

If you are using a Pocket PC 2003, never soft reset the device when a Socket card is inserted! Wait for the device reset to finish before you insert the card!

2. Plug the connector into a LAN port, then insert the Low Power Ethernet Card into your mobile computer right-side up, with the green label on top. If inserting a CompactFlash card into a PC Card slot, use a PC Card adapter.



If you would like to check if you have a good connection, do the following:

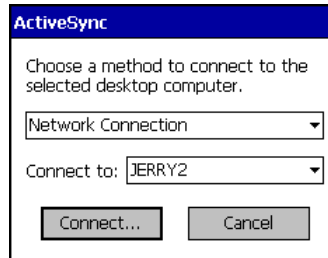
- When ActiveSync launches, close the program.
- Check the Socket LP-E icon in the task tray. If it has a blinking green circle, there is a good connection.
- Verify that the connection has a valid IP address for your network.
 - a) Tap on the Socket LP-E icon to open the applet.
 - b) In the **IP Info** screen, check the **IP Address** field. If your network uses a static IP address, make sure it appears correctly. If your network uses DHCP, make sure the IP address is within the valid range for your network. Consult with your network administrator.
- Test your web access. Start Pocket Internet Explorer. Enter a URL and test to see if the website appears correctly. If you cannot enter a URL because the address bar does not appear, tap **View** and select **Address Bar**.



STEP 4: Use ActiveSync via a Network

Pocket PC 2000, HPC Pro, HPC 2000 or Pen Tablet

1. If you installed Socket's software, after inserting the LP-E and connecting to a LAN, ActiveSync automatically launches. If you did not install Socket's software, go to **Start | Programs | ActiveSync**.



Important!

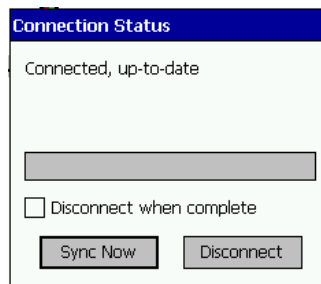
You must have a partnership with a host PC to use ActiveSync!

Note: To access ActiveSync any time, go to
*Pocket PC 2000: **Start | Programs | Connections | ActiveSync**.*
*HPC: **Start | Programs | Communication | ActiveSync***

2. In the top drop-down list, select **Network Connection**. In the **Connect to:** drop-down list, select the desktop computer you wish to connect to.

*Note: If **Network Connection** does not appear in the drop-down list, then ActiveSync launched before your mobile computer had enough time to obtain an IP address from the server. You must increase the time your mobile computer waits before it auto-launches ActiveSync. For instructions, refer to the section on using the control panel applet at the end of this chapter.*

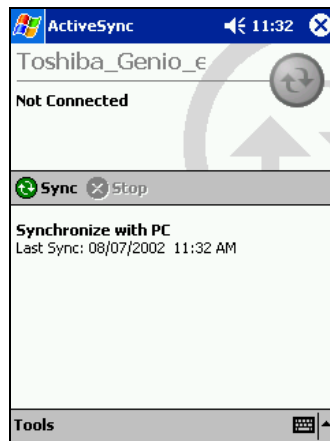
3. The mobile computer will start synchronizing. The **Connection Status** screen will report when synchronization is done.



4. To stop ActiveSync, tap on the **Disconnect** button. You will still have network access, but you will not be able to synchronize data.

Pocket PC 2002

1. If you installed Socket's software, after inserting the LP-E and connecting to a LAN, ActiveSync automatically launches. If you did not install Socket's software, go to: **Start | ActiveSync**.



Note: In order to use ActiveSync, you must have previously created a partnership between the mobile computer and host PC!

2. Tap on **Sync**. The mobile computer will begin to synchronize data with your host PC.

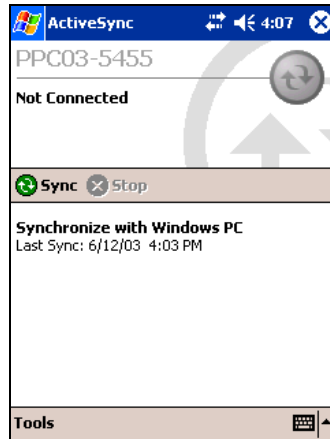


*Note: If the synchronization starts and stops, tap **Tools | Options | Mobile Schedule** and uncheck the **Sync outgoing items as they are sent** box.*

3. To stop ActiveSync, tap **Stop**. You will still have network access, but you will not be able to synchronize data between your mobile computer and host PC.

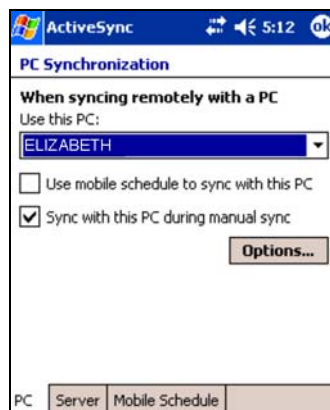
Pocket PC 2003

1. If you installed Socket's software, after inserting the LP-E and connecting to a LAN, ActiveSync automatically launches. If you did not install Socket's software, go to: **Start | ActiveSync**:



Note: In order to use ActiveSync, you must have previously created a partnership between the mobile computer and host PC!

2. Tap **Tools | Options**. In the **PC** screen, check **Sync with this PC during manual sync**. Tap **ok**.



3. In the main ActiveSync screen, tap on **Sync**. The Pocket PC will begin to synchronize data with your host PC.
4. To stop ActiveSync, tap **Stop**. You will still have network access, but you will not be able to synchronize data between your mobile computer and host PC.

OPTIONAL: Use the Control Panel Applet

The control panel applet lets you control several unique features of Socket's enhanced Ethernet software, including:

- Configuring the auto-launch program
- Viewing the IP info for your connection
- Adjusting the taskbar indicators

Accessing the Applet

Tap on the **Socket LP-E icon** in the task tray (from the **Today** window for Pocket PCs)



Alternatively, you can open the control panel applet by doing the following:

Pocket PCs — Go to **Start | Settings | Connections | Socket LP-E**.

Handheld PCs — Go to **Start | Settings | Control Panel | Socket LP-E**.

Configuring Auto-Launch

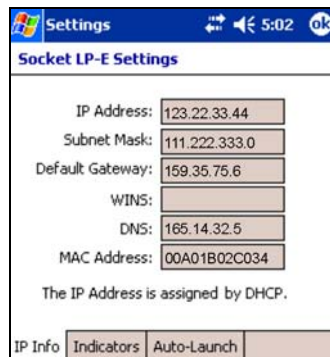
1. Tap on **Auto-Launch** tab to choose which program to automatically run whenever the LP-E is inserted. By default, ActiveSync will auto-launch. Use the drop-down menu to select another program, if desired.



2. You can use the **Program arguments** field for custom applications that require program arguments to launch.
3. The **second delay before launch** field lets you specify how long your mobile computer will wait before auto-launching a program. Most devices have a default of 8 seconds, which gives enough time to recognize the LP-E. But if your network is slow, or if memory is low, 8 seconds may be too short.

Viewing IP Info

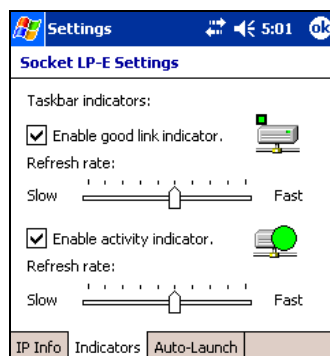
Tap on the **IP Info** tab at the bottom of the screen to view your network's IP addresses. You can also see if your address is static or assigned by DHCP.



Note: You can only use this screen to view IP information. You cannot use it to modify any settings.

Adjusting Taskbar Indicators

Tap on the **Indicators** tab to adjust the good link and activity taskbar indicators.



Chapter 4 Setup for Windows 95/98/Me/2000

This chapters explains how to set up the LP-E on a notebook computer running Windows 95/98/Me/2000.*

Important! Before you begin this chapter to install the LP-E, you should complete the steps in Chapter 2, “Preparing for Installation”!!

Installation Steps Summary

- STEP 1: Insert the installation CD.
- STEP 2: Connect to a LAN port.
- STEP 3: Insert the card.
- STEP 4: If needed, install the software.
- STEP 5: Enter network settings.

STEP 1: Insert the Installation CD

Insert the installation CD into the CD drive of your notebook computer.



STEP 2: Connect to a LAN Port

Plug the connector into a port on your Local Area Network.



* Windows 95 v4.00.950B; Windows 98 and Windows 98 Second Edition

STEP 3: Insert the Card

Insert the LP-E into a PC Card adapter right-side up, with the green label on top. Then insert the combined unit into your notebook computer's PC Card slot.



Warning! Do not insert the card upside down or shove the card in too forcefully, or you may damage the card!

STEP 4: Install the Software

After inserting the LP-E, complete these steps for software installation:

1. A wizard will launch to install drivers for the LP-E. Complete the wizard by following the appropriate instructions below for your Windows version:

Windows 95*

- The Update Device Driver Wizard will appear. Click **Next>**.
- In the next screen, click on the **Other Locations** button.



- In the screen that appears, specify your CD drive. Click **OK**.
- Follow the remaining screens until the drivers are installed.

* Windows 95 v4.00.950B

Windows 98*

- The first screen will introduce the wizard. Click **Next>**.
- In the next screen, select **Search for the best driver for your device**. Click **Next>**.

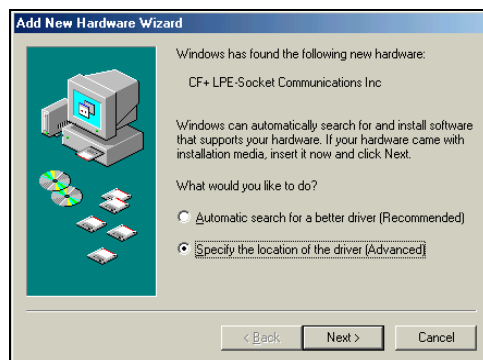


- In the next screen, check **CD-ROM drive**. Click **Next>**.
- Follow the remaining screens until the drivers are installed.

Windows Me

- Select **Specify the location of the driver**. Click **Next>**.

WARNING! FOR WINDOWS Me, DO NOT SELECT AUTOMATIC SEARCH FOR A NEW DRIVER!



- In the next screen, select **Search for the best driver for your device**, and check **Removable Media**. Click **Next>**.
- Follow the remaining screens until the drivers are installed.

* Windows 98 and Windows 98 Second Edition

Windows 2000

- In the welcome screen, click **Next>**.
- Select **Search for a suitable driver for my device**.



- In the next screen, check **CD-ROM Drivers**. Click **Next>**.
- Follow the remaining screens until the drivers are installed.

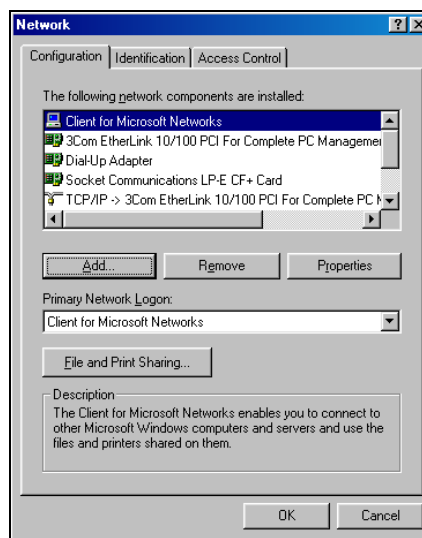
STEP 5: Enter Network Settings

You will need your completed Network Information Form for this step.

1. Windows 95/98/Me — Go to **Start | Settings | Control Panel | Network**.

Windows 2000 — Go to **Start | Settings | Control Panel | System**.
Click on the **Network Identification** tab.

2. Use the screens that appear to enter any necessary settings and to enter any necessary components.



Consult with your network administrator or MIS technician for help.

When done, click **OK**.

Chapter 5 Setup for Windows XP

This chapter explains how to set up the LP-E on a notebook computer running Windows XP.

Important! Before you begin this chapter to install the LP-E, you should complete the steps in Chapter 2, “Preparing for Installation”!!

Installation Steps Summary

STEP 1: Connect to a LAN port.

STEP 2: Insert the card.

STEP 3: Enter network settings.

STEP 1: Connect to a LAN Port

Plug the connector into a port on your Local Area Network.



STEP 2: Insert the Card

1. Insert the LP-E into a PC Card adapter right-side up, with the green label on top.
2. Insert the combined unit into your notebook computer's PC Card slot.



Warning! Do not insert the card upside down or shove the card in too forcefully, or you may damage the card!

3. Your computer should report that it has found new hardware.
4. A message may appear reporting **Digital Signature Not Found**. Click **Yes**.
5. After several seconds, Windows XP should recognize the card and report that it is ready to use.

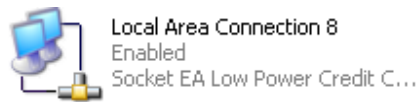
STEP 3: Enter Network Settings

You will need your completed Network Information Form for this step.

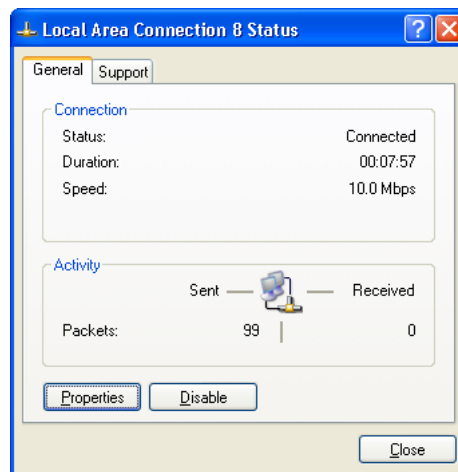
1. Go to **Start | Control Panel | Network Connections**.



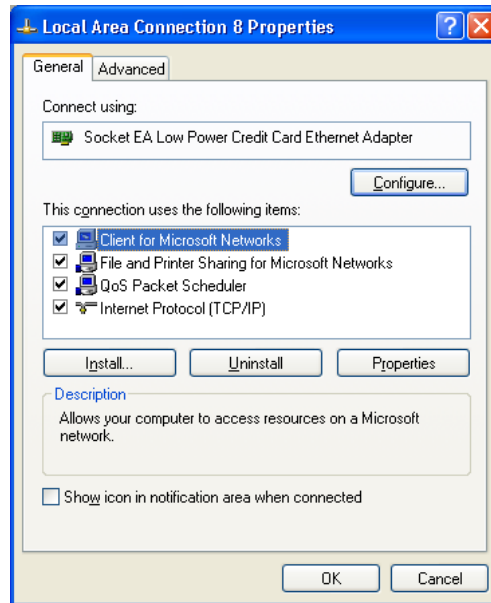
2. Under **LAN or Hi-Speed Internet**, click on **Local Area Connection**.



3. In the **General** screen, click on the **Properties** button.



4. Use the screens that appear to enter any necessary settings and/or components. Consult with your network administrator for help. When finished, click **OK**.



Appendix A Specifications

Physical Characteristics:

CompactFlash Card:

Dimensions: 1.43 x 1.69 x 0.13 in (36.4 x 42.8 x 3.3 mm)
Mass: 9 g

Cable with RJ-45 Ethernet Module:

Module Dimensions: 1.65 x 0.89 x 1.02 in (42 x 22.5 x 26 mm)
Interconnect Cable: 10 in long (254 mm)
Mass: 42 g

Power Consumption (supplied by PC host):

Active with 3.3V Supply: 19 mA (63 mW)

Ethernet Interface:

Protocol: 10BaseT (IEEE 802.3) Twisted Pair
Module Connector: RJ-45 female connector

Operating System Support:

Windows CE 2.11 for Handheld PC Pro or pen tablet
Windows CE 3.0 for Pocket PC 2000/2002 or HPC 2000
Windows CE 4.2 for Pocket PC 2003
Windows 95 v4.00.950B
Windows 98 and Windows 98 Second Edition
Windows 2000 and XP

For information on using the LP-E with Windows NT 4.0, please contact Socket's technical support department.

Software Included: *Socket Low Power Ethernet Installation Disc*

Compatibility: Network Interface Card: NE2000

Performance: Ethernet Transfer Rate: 10 megabits per second

Certification/Compliance:

FCC: Part 15, Class B
CE: EN55024:1998
C-Tick: s.182 - Radio Communications Act 1992
CompactFlash: CompactFlash Spec. 2.0

Warranty:

CompactFlash CF Card:	Lifetime
Removable Cable:	90 days
Non-removable Cable:	Lifetime

Appendix B Two-Node Networking

Overview

To establish an instant Ethernet network between a Windows CE-based mobile computer and a Windows notebook, you don't need an Ethernet hub. All you need is Socket's Crossover Connector — FREE if you register your Low Power Ethernet Card. To register online, please visit:

www.socket.com/prodreg



Hubless network with two CF LP-Es

Socket's Crossover Connector Kit contains three items:



Crossover Connector



2 RJ-45 CAT5 cables

Required Equipment

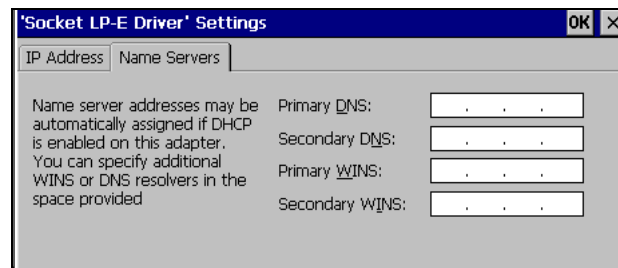
To set up a hubless network between a Windows CE-based mobile computer and a Windows notebook, you will need the following equipment:

- 2 Low Power Ethernet Cards (LP-Es)
- If needed, Type I CompactFlash-to-PC Card adapter(s) for your LP-Es
- 1 Crossover Connector
- 2 RJ-45 CAT5 cables

Configuring a Two-Node Network

The network you are about to create is a static peer-to-peer network. Please follow these guidelines while creating your network:

- The Windows CE-based mobile computer and Windows notebook must each be assigned their own IP address. We recommend using a private IP range from 192.168.0.1 to 192.168.0.255.
- After setting up the IP addresses for both devices from the range suggested above, enter the notebook's IP address in the **Primary WINS** field of the **Name Servers** screen. Refer to Chapter 3, "Setup for Windows CE" for directions on how to access the **Name Servers** screen.



- After entering your notebook's IP address, you must reboot the notebook for the new settings to take effect.
- After changing your Windows CE-based mobile computer's IP settings, you must remove the LP-E Card and re-insert it for the new settings to take effect.
- After setup is complete, connect the Windows CE-based mobile computer to the notebook. You are now ready to use ActiveSync. For instructions, please refer to the section, "Use ActiveSync via a Network," in Chapter 3, "Setup for Windows CE."

Appendix C Troubleshooting

SYMPTOM:

- *Network Connection* does not appear as an option in ActiveSync.

POSSIBLE REASONS	SOLUTION
Your Windows CE-based mobile computer is using DHCP, but it cannot access any IP addresses. This may be because your mobile computer has problems communicating with your network's DHCP server, or because your DHCP server is not available.	Try removing the LP-E Card and reinserting it. If ActiveSync still shows no network connection, wait for a few minutes. If you see the message "Unable to contact DHCP server, using cached information," the LP-E is probably working properly. If after a few minutes, the problem persists, ask your network administrator to verify that the DHCP server is working properly.
Your auto-launch program starts too fast, and your mobile computer does not have enough time to connect to your network.	Increase the second delay before launch setting in the Auto-Launch tab of the LP-E Applet. If you have to set the delay to longer than 20 seconds, you should consult your network administrator.
Your server does not have WINS services enabled.	Enter the IP address of the host computer in the Primary WINS: field in order to use ActiveSync.

SYMPTOM:

- My new IP addresses do not work.

POSSIBLE REASON	SOLUTION
After entering the IP addresses for your LP-E, you forgot to tap/click OK .	Re-enter the IP addresses. When done, tap/click OK.

SYMPTOM:

- I get a message reporting *DHCP Lease Has Expired*.

POSSIBLE REASON	SOLUTION
You are using DHCP and have not used your LP-E card for a while.	Tap OK and continue.

SYMPTOM:

- My DHCP server keeps reporting that it is busy, and I cannot connect to my LAN.

POSSIBLE REASON	SOLUTION
Your network DHCP Server ran out of IP addresses.	Inform your network administrator.

SYMPTOM:

- I get a message that says *Error Starting Program, Required .dll File Not Found*.

POSSIBLE REASONS	SOLUTION
You tried to install the software without first establishing a Partnership or Guest relationship between your Windows CE-based mobile computer and your host PC.	Make an active partnership between your mobile computer and a host PC through the serial/USB connection cable/cradle. Retry installing the software.

Appendix D Support Resources

Technical Support

If you have trouble installing or using the Low Power Ethernet Card, you can contact Socket's technical support department for help.

IMPORTANT! To obtain technical support for your product, you must first register your product online at www.socketcom.com/prodreg.

Once you have registered your product, you can reach Socket's technical support department by doing either of the following:

- Submit an email inquiry through the online support system. After you register your product, you will be presented with an option to 'submit a problem'. Click on this option to follow the online process to submit an email request for technical support.

This is the fastest way to obtain technical support and has the quickest turnaround time. Registered customers who submit a question online will receive priority service. If we are unable to resolve your support inquiry via email, we can arrange for a technical support representative to call you at a specific time.

- Call our technical support line at 510-744-2720 to leave a message for a technical support representative to return your call at a specific time and number. When you call, please leave your email address that you registered under, a phone number and time that you can be reached at, and a detailed description of your problem.

After you register your product, you can use the product registration webpage to submit an email inquiry directly to a technical support specialist for priority service, view product information, register additional products, view a complete database of FAQs and view a history of technical support activity for previous support issues.

Users' Forum

If you would like to discuss the Socket Low Power Ethernet Card with other users, visit Socket's users' forum at: www.socketforum.com

Important! Socket does NOT provide technical support via the Users' forum!

Note: Socket may, but is not obligated to, monitor or review any areas on the Site where users transmit or post Communications or communicate solely with each other, including but not limited to the user forum, and the content of any such Communications. Socket, however, will have no liability related to the content of any such Communications, whether or not arising under the laws of copyright, libel, privacy, obscenity, or otherwise. Socket retains the right to remove messages that include any material Socket deems abusive, defamatory, obscene or otherwise unacceptable.

Please refrain from disassembling the CompactFlash card. Disassembly of this device will void the product warranty

Limited Warranty

Socket Communications Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for the following periods from the date of purchase:

Plug-in card: Lifetime (Three years if not registered)

Non-removable cable, if included: Lifetime (Three years if not registered)

Removable cable, if included: 90 days

Incompatibility is not a defect covered by Socket's warranty. During the warranty period, Socket will, at its option, repair or replace the defective product at no charge when furnished with proof of retail purchase, provided that you deliver the product to Socket or to an authorized Socket Service Center.

The returned product must be accompanied by a return material authorization (RMA) number issued by Socket or by Socket's Authorized Service Center. If you ship the product, you must use the original container or equivalent and you must pay the shipping charges to Socket. Socket will pay shipping charges back to any location in the contiguous United States. This warranty applies only to the original retail purchaser and is not transferable.

Socket may, at its option, replace or repair the product with new or reconditioned parts and the returned product becomes Socket's property. Socket warrants the repaired or replaced products to be free from defects in material or workmanship for ninety (90) days after the return shipping date, or for the duration of the original warranty period, whichever is greater.

This warranty does not cover the replacement of products damaged by abuse, accident, misuse or misapplication, nor as a result of service or modification other than by Socket.

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Some states do not allow limitation of implied warranties, or the exclusion or limitation of incidental or consequential damages, so that the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This product may contain fully tested, recycled parts, warranted as if new.

For warranty information, phone (510) 744-2700.

Limited Software Warranty

LIMITED WARRANTY. SOCKET warrants that the original disk or CD ROM is free from defects for 90 days from the date of delivery of the SOFTWARE.

CUSTOMER REMEDIES. SOCKET'S entire liability and your exclusive remedy shall be, at SOCKET'S option, either (a) return of the price paid or (b) replacement of the SOFTWARE which does not meet SOCKET'S Limited Warranty and which is returned to SOCKET with a copy of your receipt. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer. THESE REMEDIES ARE NOT AVAILABLE OUTSIDE OF THE UNITED STATES OF AMERICA.

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Feel free to contact SOCKET COMMUNICATIONS at:

Socket Communications, Inc.
37400 Central Court
Newark, CA 94560

Phone: (510) 744-2700
Fax: (510) 744-2727

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

Socket Communications requests that you refrain from any applications of the Socket Low Power Ethernet Card that are not described in this manual. Socket Communications also requests that you refrain from disassembling the CompactFlash card. Disassembly of this device will void the product warranty.

You can track new product releases, software updates and technical bulletins by visiting Socket's website at www.socketcom.com.

Regulatory Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. This equipment is also CE EN55024:1998 and C-TICK compliant. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user may try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna of the radio or television.
- Increase the distance separating the equipment and the receiver.
- Connect the equipment to an outlet on a different branch circuit than that of the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following booklet helpful:

How to Identify and Resolve Radio-TV Interference Problems

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402.

Printed in U.S.A.